

# Town of Andover

## Business Resource Guide



# A note from the Town Manager



## DEAR PROSPECTIVE BUSINESS OWNER

Owning a business is an exciting venture and I am glad you are choosing the Town of Andover. As you prepare to open your business, you will begin the process of acquiring permits and/or licenses that may be required for the operation of your business. Knowing that this endeavor may be complex, the Town of Andover created this guide to help you navigate the process of starting your own business.

It is my hope that this guide will simplify the process for you and allow you and your business to obtain the assistance that you need from the Town of Andover in a professional and efficient manner. Included in this guide you will find contact information for each department with whom you may require a license or permit, as well as helpful illustrative guides to assist you in determining which permits you may need.

As Town Manager, I invite you to invest in Andover’s bright future. As you start or expand your business in our great town, I hope this guide provides the help you need. If you have any questions, or need assistance in any way, please contact Ann Ormond, Director of Business, Arts and Cultural Development at (978) 623-8262.

I wish you and your business much success!

Sincerely,

**Andrew P. Flanagan**, *Town Manager*

## WHO SHOULD USE THIS GUIDE?

Any small business that is opening in Andover or contemplating changes to layout, signage or expansion. The purpose of this Getting Started in Business Guide is to provide you with a user-friendly roadmap. We have tried to simplify this process, show you which way to turn, and hopefully answer many of your questions before you have to ask. As you develop your business plan, we are happy to set up a pre-permitting consultation meeting with you at any time during your business planning process.

## DID YOU KNOW?

- » During the 1692 Salem Witch Trials, more residents accused of witchcraft came from Andover than any other town
- » The man who uttered “Taxation without representation is tyranny,” James Otis, Jr., lived and died in Andover.
- » Andover resident Samuel Phillips, Jr. who founded Phillips Academy, also helped draft the Massachusetts State Constitution, the oldest functioning written constitution in continuous effect in the world and the model on which the U.S. Constitution was based
- » “My Country ‘Tis of Thee” (also known as “America”) was written in Andover in 1831
- » Founded in 1846, Andover’s Free Christian Church was one of the nation’s first churches founded specifically to support Abolitionism and provide financial support to fugitive slaves
- » Andover was home to the authors who wrote the two best-selling novels of the 19th Century, Harriet Beecher Stowe, author of “Uncle Tom’s Cabin” and Elizabeth Stuart Phelps Ward, author of “The Gates Ajar”
- » Andover has been home to 3 US Presidents, 4 Nobel Prize Laureates, 6 Pulitzer Prize Award Winners, 11 Medal of Honor Recipients, 1 Chief Justice of the US Supreme Court and 1 National Book Award Winner
- » Andover has hosted such prominent visitors as President George Washington, General Lafayette, President Andrew Jackson, President Martin Van Buren, Frederick Douglass, Sojourner Truth, William Lloyd Garrison, President Franklin Pierce, President Theodore Roosevelt, President Calvin Coolidge, President George H.W. Bush and President George W. Bush among many others

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## KEY CONTACTS

**Ann Ormond**  
*Director of Business,  
Arts and Cultural Development*  
(978) 623-8262  
Ann.Ormond@andoverma.us

**Community Development and Planning**  
(978) 623-8600

**Town Clerk’s Office**  
(978) 623-8230







# Starting your Business

## FIRST OFF, TALK TO ANN ORMOND

Ann Ormond, Director of Business, Arts and Cultural Development for the Town of Andover, will be your resource for everything related to the Town. She will walk you through elements to consider when starting your business and introduce you to the Town officials with whom you will meet before your doors open. The Town wants to be a part of your team. Together, Ann and Town representatives will provide a complementary service to ensure you are in the best position to start your business. The Town is here for you so you can bring your unique concept to Andover and add to the vibrancy of the community.

Throughout the process, there may be certain Town of Andover representatives with whom you will need to interact – primarily in the Town Clerk's Office and in the Department of Community Development and Planning. The Town intends to provide you with the appropriate steps to follow, necessary contact information and a pathway forward. This is meant to be a guide and we hope you find this resource helpful.

## NEXT, THE TEAM REVIEW

A Team Review Committee will meet with you once we understand what type of business you want to open and where it is located. During the team meeting, you will meet the town representatives of each relevant division in order to provide you with guidance, pertinent information and any other important steps that you will need to take to be successful in your endeavor.

# WELCOME TO ANDOVER

## FOR MOST BUSINESSES:

**Federal Tax or Employee Identification Number (EIN):** For tax purposes, you need to define your business structure and obtain identification numbers from the Internal Revenue Service for your business and staff.

**Legal Structure:** Whether incorporating or forming a limited partnership, the MA Corporations Division requires an excise tax and filing fee. Sole proprietors do not require registration, but you should conduct a name check with the MA Secretary of the Commonwealth.

**State Taxes:** You must receive a Sales Tax Vendor Number from Massachusetts Department of Revenue (DOR). This should be done after you have applied for your federal tax or EIN.

**Business Certificate:** Most business owners will need a Business Certificate from the Andover Town Clerk. This certificate allows you to open a commercial bank account and helps prevent others from using your business name.

**Zoning:** Consult the Town of Andover Zoning Bylaw and the Building Division to make sure that your business or property location meets the allowed use for the site.

**Signage:** If your business needs a sign, you will need to apply for a Building Permit. Depending where your business is located, you may also need a review from the Design Review Board.





## TOWN CLERK

# Licenses & Permits

The Select Board is the Licensing Authority for the Town of Andover. All applications and inquiries are handled by the Town Clerk, as Licensing Agent, and the Town Clerk's Office. The Town Clerk's Office is open Monday through Friday 8:30 a.m. to 4:30 p.m. A comprehensive list of Select Board's Licensing Policies can be found on the Town Clerk's web page.

### BUSINESS CERTIFICATE:

- » The applicant must provide a Zoning Verification letter from the Inspector of Buildings confirming that the business use and location are in conformance with the Zoning Bylaw.
- » Issued by the Town Clerk and sometimes referred to as a "Doing Business As" (D/B/A) certificate
- » Any person, partnership, LLC, corporation or other legal entity which is doing business in Andover must apply for a Business Certificate
- » The application is a simple one page form which must be signed before a Notary Public by all of the principals of the business. Notaries are available in the Town Clerk's office.

- » Note: the application requires the disclosure of the tax identification number of the business. Sole proprietors may use their social security numbers, but this is not recommended because the application is a public document. We recommend you obtain a Federal tax identification number for the business before applying for a Business Certificate.

### WHO TO CONTACT:

Austin Simko, Town Clerk  
Dawne Warren, Assistant Town Clerk  
townclerk@andoverma.us  
Second Floor, 36 Bartlet Street, Andover, MA  
(978) 623-8230  
andoverma.gov/town-clerks-office

## TOWN CLERK

# How to Obtain a Liquor License

There are different types of liquor licenses: on premise consumption of alcoholic beverages or "pouring" licenses, and licenses for the sale of alcoholic beverages not to be consumed on the premises. Interested parties should contact the Town Clerk for information on the type and number of available licenses.

Four types of extended sale liquor licenses available in Andover, each with different quotas available:

1. All alcohol pouring licenses,
2. Wine and malt only pouring licenses,
3. All alcohol package store licenses, and
4. Wine and malt only package store licenses.

Each of these require the following:

- » Issued by the Select Board after a public hearing
- » Require newspaper notice and notice to abutters prior to hearing
- » Require approval by Alcohol Beverages Control Commission (ABCC) following local approval
- » Application process is comprehensive and takes three to six months for completion

### ONE DAY LIQUOR LICENSES (SPECIAL LICENSES)

- » Alcohol served at events held outside of a private residence are presumed to result in a sale alcohol, regardless of whether or not alcohol is exchanged for money.
- » Individuals, businesses, or organizations wishing to serve alcohol at a venue other than at their own private residence, must complete the One Day Liquor License Questionnaire to determine whether a license may be required.

### COMMON QUESTIONS REGARDING LIQUOR LICENSES:

**Can a liquor license be transferred?** Yes, however the former owner of the premises is still liable for the operation of the premises until a new liquor license is issued.

**Can I get a special liquor license for an event in my store?** Yes, you can obtain a one-day liquor license for an event, such as a wine-tasting, in your business. A Special Alcoholic Beverage License is required for any activity at which alcoholic beverages are served.

**Do I really need an Entertainment License to play a radio in my restaurant?** Yes, the Town Clerk may provide you with more details. The Select Board may issue a License.

The Select Board's Alcoholic Beverage License Policy is included in the select Board's Policy Guidelines available on line at [www.andoverma.gov](http://www.andoverma.gov) Application packages for the various types of licenses may be obtained from the Town Clerk's Office.







## TOWN CLERK

# Miscellaneous Licenses

The following is a short list of other common licenses required by businesses. The Town Clerk's office has a full list of all licenses that are needed to run and operate a business in Andover.

### OUTDOOR DINING LICENSES ON PUBLIC PROPERTY:

[Note: licenses issued by the Select Board are for outdoor dining on public property. Note: Outdoor dining on private property requires a special permit from the Zoning Board of Appeals, see page 26 for information.]

- » April 1 to October 31
- » Subject to review by the Board of Health, Public Safety Officer, Building Inspector, Fire Prevention, and Design Review depending on location
- » Plan, minimum insurance requirements and licensing agreement apply
- » If alcohol is to be served the liquor license for the main premises will have to be amended to include the outdoor service area [Requires notice, public hearing, Select Board and ABCC approval]
- » Issued by Select Board

### AMUSEMENT AND LIVE ENTERTAINMENT LICENSES:

- » Regulates dancing by patrons, dancing by entertainers, performers, recorded or live music, the use of an amplification system, theatrical exhibitions, plays or moving picture shows, floor shows of any kind, light shows of any description, or any dynamic audio or visual show, whether live or recorded.

- » Issued by the Select Board

### COMMON VICTUALLER LICENSES:

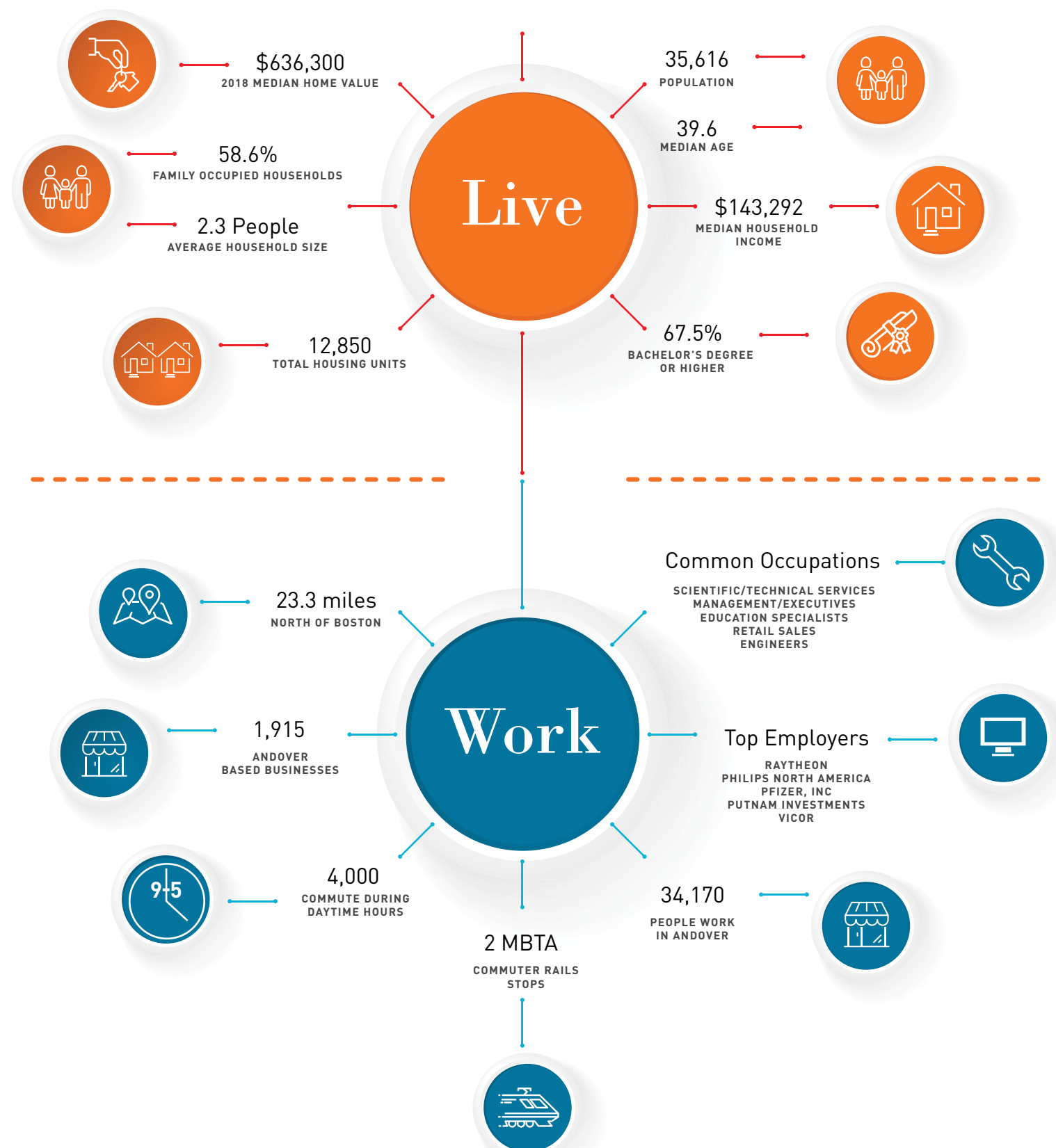
- » Required for food service establishments with sit down dining.
- » Board of Health approval is required before issuance.
- » Issued by the Select Board.

### PLEASE NOTE:

Even taking over an existing business does not automatically mean that any existing permits and licenses will be given to you. Most are not transferable, so consult with municipal offices before making a commitment.

# The Demographic Picture

ANDOVER BY THE NUMBERS





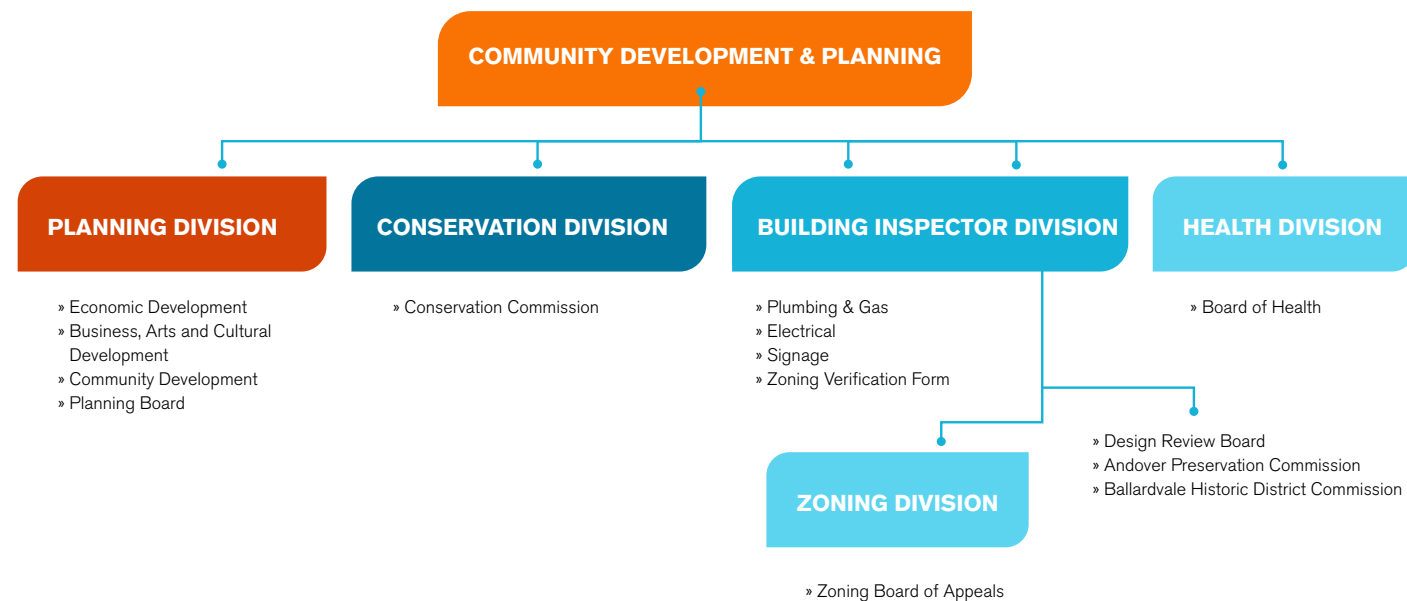
# Community Development & Planning

The Department of Community Development and Planning (CD&P) is responsible for a wide range of activities and responsibilities (permitting, safety regulation, public health, land use planning, affordable housing, transportation, historic preservation, wetland protection and open space conservation). This is the Department that many new businesses will interact with during business startup and/or construction.

CD&P is located on the Ground Floor, 36 Bartlet Street, Andover, MA (978) 623-8600. Open to the public: Monday – Friday 7:30 a.m. – 3:30 p.m.

## PLEASE NOTE:

Do not sign a lease before you do your homework. Make sure that what you want to do can be done within the space. If you do sign a lease, make it contingent upon getting all necessary permits to open.



## CONTACT RESOURCE:

### Building Division:

Christopher Clemente, Inspector of Buildings  
(978) 623-8620

**email:** building@andoverma.us

### Zoning Division:

Barbara Burke, Zoning Secretary  
(978) 623-8627

**email:** zoning@andoverma.us

### Fire Prevention:

Robert Stabile, Fire Prevention Officer  
(978) 623-8660

**email:** rstabile@andoverma.us or rsta@andoverps.net

### Health Division:

Thomas Carbone, Director  
(978) 623-8640

**email:** health@andoverma.us

### Planning Division:

Paul Materazzo, Director  
(978) 623-8650

**email:** planning@andoverma.us

### Conservation Division:

Robert Douglas, Director  
(978) 623-8630

**email:** conservation@andoverma.us

## COMMUNITY DEVELOPMENT & PLANNING

# Building Division

## WHERE DO I START?

For a business based inside of your home (either under Customary Home Occupation or for a Professional Home Office defined in Section 10 of the Zoning Bylaw) you will fill out a form called the Zoning Verification, Home Based Business.

For a business based outside the home you will fill out a form called the Zoning Verification for Non-Residentially Based Business form to determine whether your proposed business is allowed by zoning.

If you are proposing an addition, alteration or new construction you must determine if it meets the requirements outlined in the Andover Zoning Bylaw.

## THE BUILDING DIVISION IS RESPONSIBLE FOR:

- » Reviewing the Zoning Verification Form for the doing business as Business Certification for new businesses, or businesses changing the name, location or type of business

- » Collecting all Building, Plumbing, Gas and Electrical Permit Applications
- » Sign Permits
- » Facilitating the Design Review Board, Ballardvale Historic District Commission and Preservation Commission Applications
- » Reviewing all plans and application packages
- » Conducting all required inspections pertaining to building permits
- » Enforcing compliance with Building Codes
- » Granting Certificates of Inspection and/or Certificates of Occupancy
- » Zoning Enforcement

## WHO TO CONTACT:

Christopher Clemente, Inspector of Buildings  
building@andoverma.us  
Ground floor, 36 Bartlet Street, Andover, MA  
(978) 623-8620





COMMUNITY DEVELOPMENT & PLANNING

Signage

The Design Review Board reviews any modifications to signage in the General Business District and Mixed Use District. Any modifications to a building that will change its appearance if it can be seen by a public way. View the Design Bylaws for more information.

SIGNAGE FOR YOUR BUSINESS

A sign is an essential component of a business’s overall marketing strategy. Signs are used to draw attention to the business and convey information about the business. Types of Signs that are regulated in Andover and require a Sign Building Permit:

**Attached Sign:** A sign that is either attached parallel to the facade of a building, facing in the same direction as the facade, or displayed on the fixed canopy or awning of a building.

**Freestanding Sign:** A sign that is supported by its own structure and is not attached to a building or other structure.

**Double-sided Sign:** A freestanding or projecting sign having two parallel opposite faces separated by a distance of not more than 12 inches. A sign with two opposite faces that are not parallel shall be considered a double-sided sign if the two faces are joined to each other, or to a common support structure, at one end, and the angle of separation between the two faces does not exceed 30°.

**Temporary Sign:** A non-permanent sign that is displayed for a limited duration. Temporary signs may be exterior (displayed on the exterior or outside of a structure) or interior (attached or displayed from the inside of a structure, viewed from the outside through a window or other opening).

**Portable or Removable Sign:** A temporary sign of any shape or configuration that is self-supporting and not permanently fixed or mounted to the ground or to another structure (A-frame, H-sign, T-sign).

**Internally Illuminated Sign:** A sign that is illuminated by a light source internal to the sign. Signs having a light source that forms the exterior surface of the sign or all or part of the design elements, shall be considered to be internally illuminated. Internally illuminated signs ARE NOT allowed in the General Business or Mixed Use Districts.

**Projecting Sign:** A sign mounted perpendicular to the building facade.

WHO TO CONTACT:

Gina Decareau, Administrative Secretary,  
Building Division, Community Development & Planning  
36 Bartlet Street, Andover, MA 01810  
978-623-8620

COMMUNITY DEVELOPMENT & PLANNING

Design Review Board

The Design Review Board (DRB) is a resource that reviews signage for businesses and provides guidance so that all signs provide information and adverting for the business and is in accordance with the Andover Zoning Bylaw.

FREQUENTLY ASKED QUESTIONS

HOW LONG DOES IT TAKE TO OBTAIN A SIGN PERMIT?

It can take anywhere from 3 weeks to 2 months to obtain a sign permit depending on how complete your application may be and when you submit it. The DRB meets monthly, typically the second Wednesday of each month.

WHAT IF I NEED A “VARIANCE”?

A Variance is a waiver of certain requirements, typically dimensional requirements, of a zoning bylaw. Relief may be granted if there is no substantial detriment to the public good and without nullifying the intent and purpose of the zoning bylaw.

WHAT IS THE REVIEW PROCESS FOR EXTERIOR BUILDING IMPROVEMENTS OR NEW CONSTRUCTION?

All major development projects in the General Business or Mixed Use District require a review(s) by the DRB. Usually this is part of the Special Permit process of the Planning Board or the Zoning Board of Appeals. The process can happen concurrently with the Planning Board or Zoning Board of Appeals process, however the applicant should file with the Planning Board or Zoning Board prior to going to the DRB.

WHEN DOES A BUSINESS SIGN NEED DRB REVIEW?

If your sign is larger than four square feet and is located in the General Business or Mixed Use District then it will need a DRB review. Section 5.2 of the Zoning Bylaw outlines the requirements for all signs.

WHAT IS THE PROCESS OF DRB SIGN REVIEW?

Once a determination is made that the sign(s) must be reviewed, an application titled Design Review Board application is filled out and returned to the Building Division.

Required submission materials for signs:

- » A sign plan, including dimensions, lettering (font and dimensions), brackets, lighting, etc.
- » Image/Graphic Depiction of building with sign shown in place on building at final size.
- » Site Plan required for free standing signs.
- » Other information such as photographs.
- » The DRB will review the application at its next monthly meeting. It will provide a recommendation to the Inspector of Buildings.



## COMMUNITY DEVELOPMENT & PLANNING

# Health Division

The Health Division is responsible for supervising the inspection and public health education programs in matters dealing with the State Sanitary Code and the State Environmental Code, including complaint investigation, wastewater disposal, food safety, swimming pool operations, recreational camp programs, and many other services.

### WHAT IS THE PROCESS FOR OPENING A RESTAURANT OR OTHER FOOD SERVICE ESTABLISHMENT?

Once you have your business plan developed, and a potential location, contact us to arrange a Team Review to discuss the project. You will need to provide a rough floor plan at this stage. We will gather as many of the regulatory agents as possible to answer questions, and provide some basic guidance going forward. This Inter-Departmental Review (IDR) is designed to be informal, but to help troubleshoot any obstacles you might face. The Health Division will give you a copy of the Andover Health Department Plan Review Package.

#### WHO TO CONTACT:

Thomas Carbone, Director of Public Health  
health@andoverma.gov  
Ground floor, 36 Bartlet Street, Andover, MA  
(978) 623-8640

### WHAT IS REQUIRED TO HAVE FOOD DURING AN OPEN HOUSE, OR DURING A KICK-OFF EVENT?

If alcohol is to be served, it is assumed that more substantial food options will be served, and either a temporary food permit or a catering registration must be filed with the Board of Health. When a permit is required, a Certified Food Handler must be designated. Please contact the Board of Health for temporary food permits. If you are serving the public, you must obtain a temporary food permit.

### WHAT IS REQUIRED IF I WANT TO OPERATE A FOOD TRUCK?

In general, mobile carts must begin and end the day at a licensed food establishment. Also, hand washing stations and wastewater disposal will need to be addressed. Depending on your plans, you may need a Hawkers and Peddlers License from the state, and a special permit from the local Police Department (for ice cream vendors). Do not purchase a cart until it has been reviewed and approved by the Health Division first.

## THOUGHTS TO CONSIDER – RESTAURANT

### HEALTH DIVISION

- » Schedule a walkthrough of an existing establishment with a Health Inspector (call or visit the Health Division) to see what needs to be done to address space needs and any non-compliance of the Food Code for the establishment (even if it is an existing restaurant!).
- » Complete the Andover Health Department Plan Review Package.
- » Hire a professional to help prepare a floor plan and details/specifications ("cut sheets") for all equipment that will be brought/replaced/installed into the establishment.
- » Grease Traps are an integral part of sewer disposal. The plumbing code requires an interior grease interceptor, local regulations require an exterior grease trap. Contact the Health Division for specifics.
- » A review of sewer, electrical, and plumbing plans will be required for new construction or renovations.
- » Complete and submit Operating Permit Application with fee.

### ZONING BOARD OF APPEALS

- » Verify that food service (restaurant, sit-down or fast-food) is allowed in the zoning district.
- » Verify any decision on the property and apply for necessary permits or variances.
- » Verify any change of use procedures.

### PLANNING DIVISION

- » Based on the zoning district, a reduction in parking requirements may be required.
- » A site plan review may be needed based on the size of the restaurant or previous use of space.

### BUILDING DIVISION

- » Apply for building permit and have all necessary signatures on the application from other departments.
- » Submit plans and pay associated fees.
- » Signage permits are required and need Design Review Board review prior to issuance of a Sign Building Permit.
- » Schedule a walk through with the plumbing inspector and contractor. Licensed plumber is required to pull any plumbing permits.
- » Schedule a walk through with the electrical inspector and contractor. Licensed electrician is required to pull any electrical permits.

### TOWN CLERK/SELECT BOARD

- » A Liquor License or Common Victualler license may be needed.
- » Obtain a Business Certificate.

### WE WANT YOU TO SUCCEED!

Municipal staff is here to help.

Research regulations related to food service.  
<https://www.mass.gov/food-safety> <https://www.mass.gov/lists/retail-food>

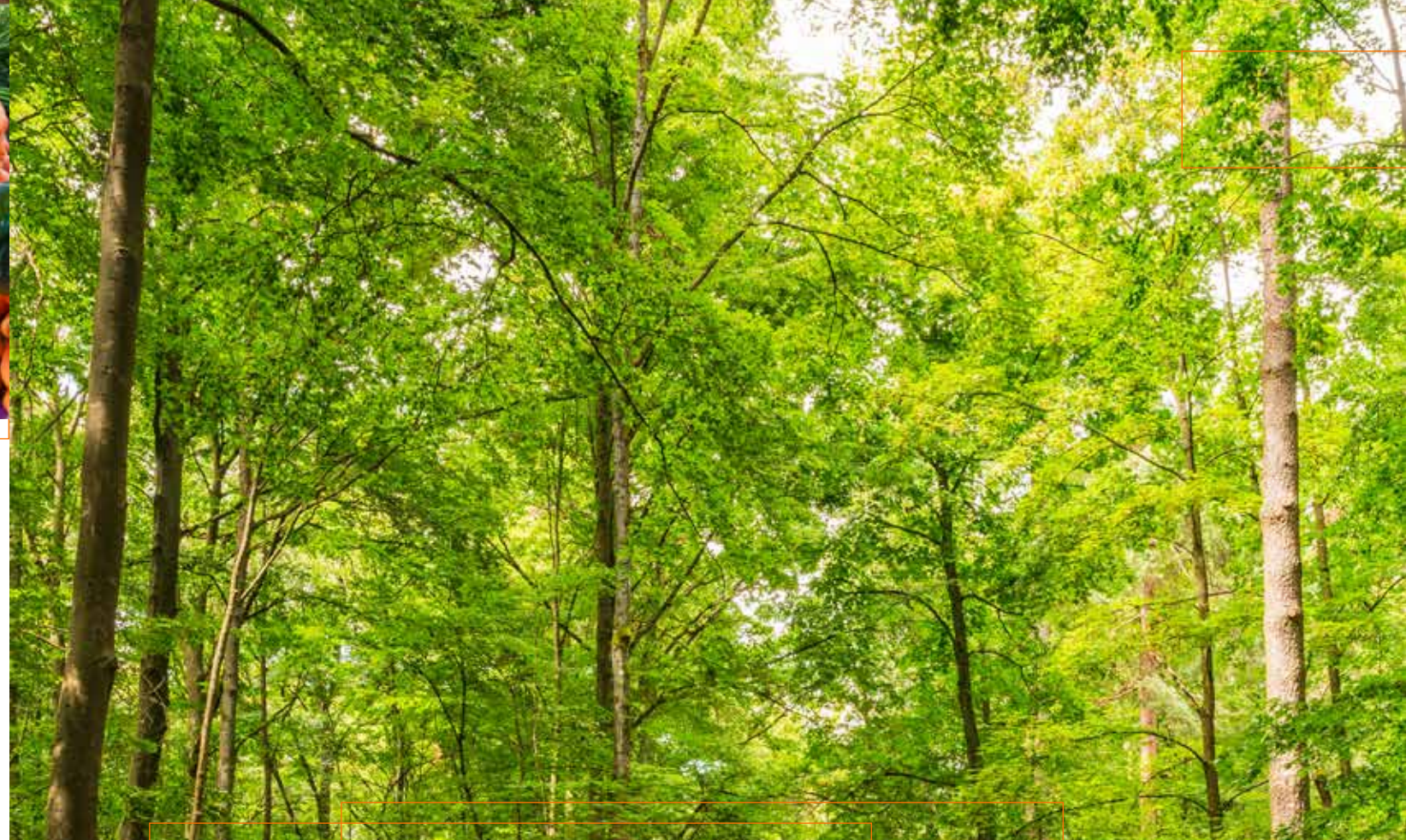
<https://www.themassrest.org/health-and-food-regulations.html>

<https://www.mahb.org/wp-content/uploads/2015/12/Duties-of-BOH.pdf>

#### PLEASE NOTE:

The Restaurant Process requires the Health Division to be involved from the beginning.





## ADDITIONAL RESOURCES



### COMMUNITY DEVELOPMENT & PLANNING

# Health Division Licenses & Permits

The following is a short list of other common licenses required by potential businesses. The Health Division's office has a full list of all licenses that are needed to run and operate a business in Andover.

#### FOOD LICENSES

- » Catering
- » Retail food sales
- » Mobile food vendor
- » Temporary food service
- » Residential Kitchen

#### MISCELLANEOUS LICENSES

(most common but not all licenses are listed)

- » Body piercing
- » Body art and tattooing
- » Tanning establishment
- » Tobacco retail sales
- » Recreational camp
- » Dumpster
- » Sewer connection

#### PLEASE NOTE:

- » Licenses issued by the Board of Health may need further inspections by the Health Division.
- » Many businesses like to run a summer camp for children. However, if the specific word "camp" is in the title, then state regulations require that you be licensed by the Board of Health as a camp. Contact the Health Division at least six months prior to the summer you want to operate the camp.
- » The Health Division also provides immunizations and holds flu clinics, cholesterol screening and sells sharp containers.

#### WE WANT YOU TO SUCCEED!

<https://andoverma.gov/162/Health>





## RESOURCES

# Commonwealth of Massachusetts

### MASSACHUSETTS DEPARTMENT OF REVENUE (DOR)

<http://www.mass.gov/dor>

Register to collect “trustee taxes” by filing a Massachusetts Trustee Tax Application or Original Registration (Form TA-1) with the Massachusetts Department of Revenue. Trustee taxes include payroll tax, sales tax, room occupancy excise tax, and withholdings for pension plans, annuities, and retirement distribution. Those collecting a sales or use tax will receive a Sales and Use Tax Registration Certificate to be displayed at a conspicuous location on the business premises.

### SECRETARY OF THE COMMONWEALTH (SEC) CORPORATIONS DIVISION

<http://www.sec.state.ma.us/cor>

Different forms of business ownership require different types of state authorization. A corporation is required to file Articles of Organization with the Secretary of the Commonwealth’s Corporation Division. The SEC also issues Certificates of Limited Partnership and Limited Liability Company.

### MA EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT (EOLWD)

<https://www.mass.gov/orgs/executive-office-of-labor-and-workforce-development>

File an Employer’s Status Report with the Massachusetts EOLWD if one or more persons are employed for 13 weeks or more in one calendar year or in the employee payroll totals \$1,500 or more within one calendar quarter. This information is used by EOLWD to administer the State’s unemployment insurance program.

### MASSACHUSETTS ALCOHOLIC BEVERAGES CONTROL COMMISSION (ABCC)

[www.mass.gov/abcc/](http://www.mass.gov/abcc/)

The ABCC is the sole agency in Massachusetts responsible for directly licensing or permitting specific participants in the alcoholic beverages industry in Massachusetts. All manufacturers of alcoholic beverages, all wholesalers and importers, all out-of-state suppliers of alcoholic beverages, all brokers, all salesman, all warehouses, all planes, trains, ships and most every motor vehicle transporting alcoholic beverages in Massachusetts require direct licensing from the ABCC. Phone: (617) 727-3040

### MASSACHUSETTS OFFICE OF BUSINESS DEVELOPMENT (MOBD)

<https://www.mass.gov/orgs/massachusetts-office-of-business-development>

The MOBD is helpful for its local guidance to business development, resources and financial options as well as statewide and local data that may be useful to a new or expanding business.

### MASSACHUSETTS DEPARTMENT OF INDUSTRIAL ACCIDENTS

<http://www.mass.gov/lwd/workers-compensation/dia/>

In accordance with the State’s Worker’s Compensation Law, if a business has one or more part-time or full-time employees, obtain Worker’s Compensation Insurance from any casualty insurance company.

### MASSACHUSETTS ARCHITECTURAL ACCESS BOARD (AAB)

<http://www.mass.gov/aab>

This state agency developed regulations designed to make buildings accessible to, functional and safe for use by persons with disabilities. The regulations are included into the building code making them enforceable by all local and state building inspectors.

### MASSACHUSETTS DIVISION OF PROFESSIONAL LICENSURE (DPL)

<https://www.mass.gov/orgs/division-of-professional-licensure>

DPL serves as the Commonwealth’s source for regulatory jurisdiction over 40 different trades and professions. It is responsible for licensing and regulating the activities of over 330,000 individuals, corporations and partnership to protect the public health, safety and welfare by licensing

## ADDITIONAL RESOURCES:

### BUSINESS AND ECONOMY

[www.mass.gov/portal/business/](http://www.mass.gov/portal/business/)

### DEPARTMENT OF ECONOMIC DEVELOPMENT

<https://www.mass.gov/orgs/executive-office-of-housing-and-economic-development>

### MERRIMACK VALLEY CHAMBER OF COMMERCE / ANDOVER CHAMBER

[www.merrimackvalleychamber.com](http://www.merrimackvalleychamber.com)

### THE DONAHUE INSTITUTE, UNIVERSITY OF MASSACHUSETTS

[www.donahue.umassp.edu](http://www.donahue.umassp.edu)

### RETAILERS ASSOCIATION OF MASSACHUSETTS (RAM)

[www.retailersma.org](http://www.retailersma.org)

### ALLIANCE FOR ECONOMIC DEVELOPMENT (MAED)

[www.massecon.com](http://www.massecon.com)

### SUPPLIER DIVERSITY OFFICE (SDO)

<https://www.mass.gov/supplier-diversity-office>

### CENTER FOR WOMEN AND ENTERPRISE

[https:// www.cweonline.org/](https://www.cweonline.org/)

### MASSACHUSETTS RESTAURANT ASSOCIATION

[www.themassrest.org](http://www.themassrest.org)





## RESOURCES

# Federal Government

### INTERNAL REVENUE SERVICE (IRS)

<http://www.irs.gov>

A business must have a Federal taxpayer identification number so that the IRS can process its tax returns. There are two kinds of taxpayer identification numbers: a Social Security Number (SSN) and an Employer Identification Number (EIN). All corporations and partnerships must obtain a federal EIN by completing the IRS Form SS-4. Regardless of the form of ownership, any new business that has employees, has a Keogh plan or files employment, excise information or alcohol, tobacco, or firearms returns must obtain an EIN. The application must be filed with the IRS early enough to receive the EIN by the time a return or statement is filed or a tax deposit is made. A business can apply by telephone or via the internet to get an EIN immediately. If applying by mail, file Form SS-4 at least 4 to 5 weeks before an EIN is received.

#### For more information:

Internal Revenue Services,  
JFK Federal Building,  
25 New Sudbury Street, Boston, MA 02203

Phone: (617) 316-2850

### U.S. DEPARTMENT OF COMMERCE

<http://www.uspto.gov/>

Trademark and patent registration are done through the Department of Commerce. A trademark which can be a word, name, symbol, or logo, is used to identify a particular good or service and to differentiate it from those sold by other people. Trademarks can be registered at both the federal and state level. Patent registration allows exclusive right to make, sell, or use an invention which is new and useful.

#### For more information:

Department of Commerce,  
Patent and Trademark Office,  
GIS Division, Crystal Plaza 3, Room 2C02,  
PO Box 1450  
Alexandria, VA 22313-1450

Phone: (800) 786-9199

### AMERICANS WITH DISABILITIES ACT (ADA)

[www.ada.gov](http://www.ada.gov)

The ADA is a Federal civil rights law that prohibits discrimination against people with disabilities in everyday activities, such as buying an item at the store, enjoying a meal at a local restaurant, or exercising at a health club. Businesses that serve the public must modify policies and practices that discriminate against people with disabilities, comply with accessible design standards when constructing or altering facilities, remove barriers in existing facilities where readily achievable, and provide auxiliary aides and services when needed to ensure effective communication.

### LIBRARY OF CONGRESS

<http://www.copyright.gov/>

Copyrights lend protection for one's creative work. Literary works, computer programs, and sound recordings are examples of work that can be protected by copyright from unauthorized copying, distribution, performance and display. Federal law does not require the formalities of notice or registration to establish copyrights; however, it is still advisable to apply a copyright notice and to register a copy right for each piece of work.

#### For more information:

Copyright Office – Register, Library of Congress

101 Independence Avenue,  
S.E. Washington, DC 20559

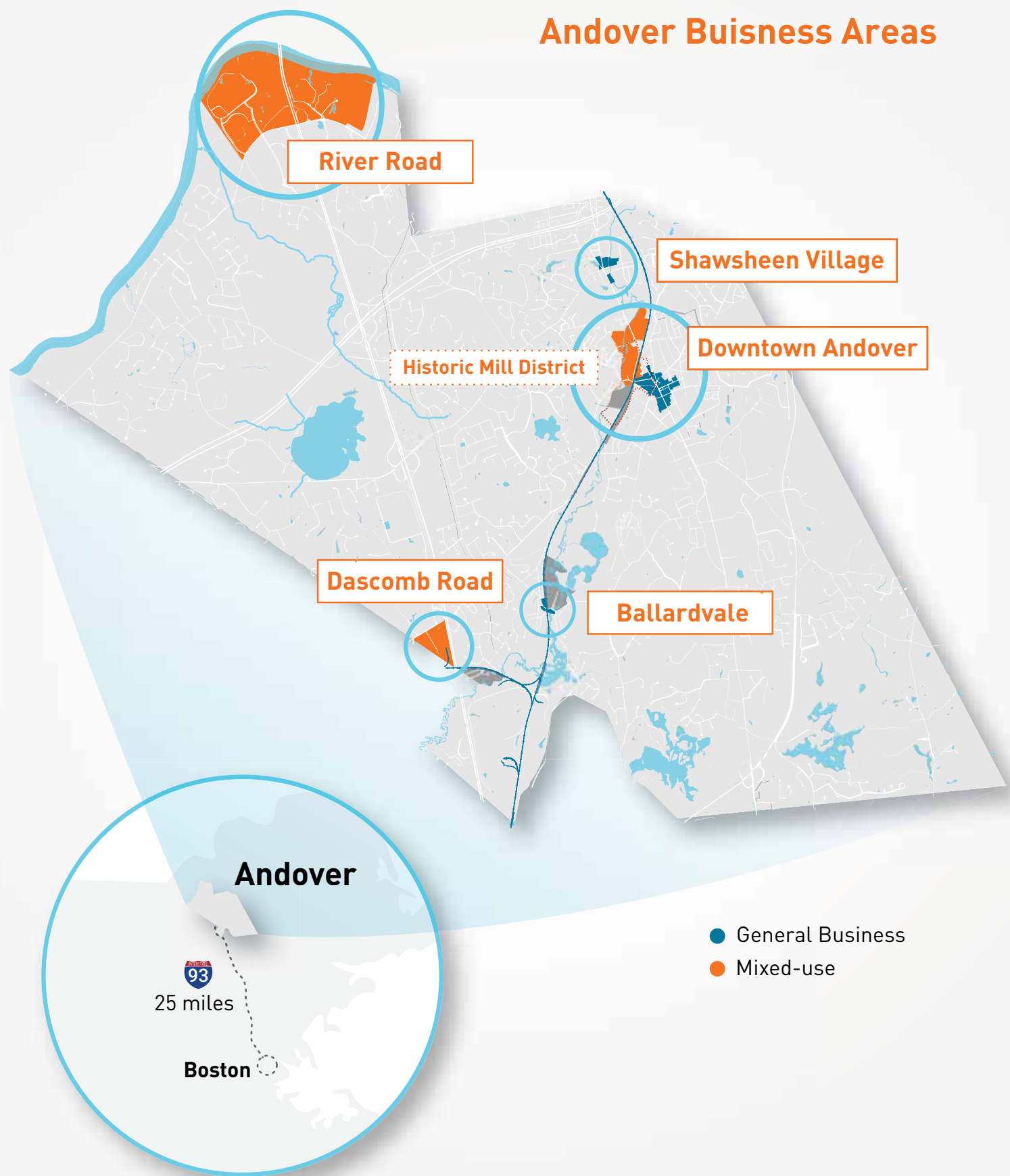
Phone: (202) 707-3000

#### TIP:

It is imperative to research your business idea and the industry thoroughly in order to confirm if additional Federal Agencies are required to be consulted.



NOTES:







## **TOWN OF ANDOVER**

**36 BARTLET STREET, ANDOVER, MA 01810**

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